

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CONCESSIONS MANAGER
CIVIC CENTER**

GENERAL STATEMENT OF JOB

Performs responsible administrative and supervisory work in support of Civic Center concessions operations. Employee reports to the Civic Center Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs administrative and supervisory work in overseeing the operations of the Civic Center Concessions. Work involves managing all personnel, accounting, purchasing, pricing, inventory control, sales, and scheduling functions of concessions operation. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City officials and employees and the general public. Work is performed with considerable independence under limited supervision of the Civic Center Director and is evaluated through observation, conferences, review of work performed, cost of sales and per caps, and public approval.

ILLUSTRATIVE EXAMPLES OF WORK

Prepares and maintains inventory of food and beverage supplies; ensures that alcohol and other required licenses are kept up to date.

Performs accounting, prepares event sales and cost reports, prepares and delivers bank deposits, prepares invoices for payment and reconciles the concessions checking account.

Hires, trains and supervises all concessions staff.

Prepares time cards for payroll.

Oversees performance of in-house catering staff; contracts and supervises outside caterers.

Works closely with management to ensure concessions operate at maximum performance for all events.

Ensures that operations are performed in accordance with federal, state and local laws and ordinances.

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ADDITIONAL JOB FUNCTIONS

Performs other related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the methods of handling foods and beverage for concessions sales.

Considerable knowledge of the safe handling of industrial cooking equipment.

Considerable knowledge of the principles and practices of supervision.

Considerable knowledge of the principles and practices of accounting.

Considerable knowledge of the principles and practices of customer service.

General knowledge of permits and licenses required to run a municipal concessions stand.

Ability to maintain high standards of personal cleanliness and cleanliness of facilities and meet required sanitation procedures.

Ability to perform moderately heavy physical labor for extended periods of time.

Ability to maintain complete and accurate records.

Ability to reconcile cash taken in with reports and receipts.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in business administration, management, economics or a related field and a minimum of 3 to 5 years of arena/live entertainment experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

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Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 17
Exempt